

ConSol - Red Hat Managed Services

Supported Red Hat products: RHEL, Red Hat Storage, RHEV, Red Hat Enterprise JBoss Middleware, OpenStack, OpenShift, CloudForms



- Analysis of the collected data
- Regular and tailored reports
- 24x7 monitoring, operation, hosting and support
- Incident and problem management
- Managed IT Services for the whole solution incl. IT infrastructure
- Safety reviews
- Patch and update management
- Customized SLA support
- Support for go-live phase
- Specific configuration
- Backup and recovery
- Transition from test to production environment

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PREMIER
BUSINESS PARTNER Solution Provider
Datacenter Infrastructure Middleware Solutions Cloud Infrastructure

CloudForms

1 Managed Services

Support in English and German language

	Standard	Premium	Platinum
Service Level Agreement			
Availability	5x8 (except on federal holidays)	24x7 (incl. public holidays)	24x7 (incl. public holidays)
Customer support	Web / phone / email	Web / phone / email	Web / phone / email
Dedicated customer contact	no	no	yes
Contact für the red Hat Support * 24/7	no	yes	yes
Reaction time			
Priority 1	1 business hour	1 hour	individually** min. Premium
Priority 2	4 business hours	2 hours	individually** min. Premium
Priority 3	8 business hours	4 business hours	individually**, min. Premium
Priority 4	1 business day	8 business hours	individually**, min. Premium
Assurance of availability			
	no	no	by appointment** framework conditions
Monitoring			
Setup & alert	included		
Monitoring intervalls	Every 15 minutes		individually**

* On customer request ConSol provides a dedicated 24/7 contact person for the communication with Red Hat, analogous to the SLA requirements of Red Hat.

** Individual and customer specific value. A face to face meeting with the customer is required.

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Performance monitoring & reporting	optional	3 underlying assets e.g. CPU, RAM, DISK	individually**
	Standard	Premium	Platinum
Monthly detailed report			
	Event, incident, SLA		configurable modules available (e.g. logfile analysis, change-report)
Web access to service status	no	included	included
Installation of security updates			
Installation / rollout	Review by the customer	Review by ConSol* & installation	Review by ConSol* incl. recommendation & installation
Pricing			
	12% of annual Red Hat subscription list price / MSRP	18% of annual Red Hat subscription list price / MSRP	30% of annual Red Hat subscription list price / MSRP
Optional			
Hosting			
	Individual CCSP - offer		
Application operation			
	Individual offer – contact ConSol sales		

2 Disclaimer

Condition for the utilization of the services described above, is the provision of the existing documentation by the customer and the guarantee of access to all relevant systems of the customer. ConSol ensures that all employees have the required certifications. As a rule, a

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ramp-up period of two to four weeks is needed to take over the systems of the customer. An active Red Hat subscription is required for the managed systems.

Concerning Data Protection and Privacy Policy ConSol maintains the highest standards (ISO 9001 / ISO 27001).

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